

Form & Rate Filing 101 (Property & Casualty)

Joan Dutil
Manager
Property & Casualty Section



Overview

- P&C Mission
- SERFF for P&C
- FAQs
- Jennifer Franz – NAIC / SERFF
- Questions

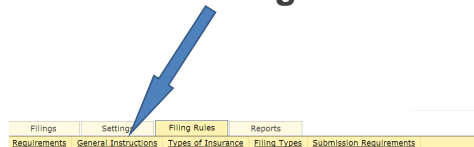


Property & Casualty Section

- Review P & C policy forms, rates and rules for compliance with Missouri law
- Use and file (with many exceptions)
- Refer to SERFF "Filing Rules" tab

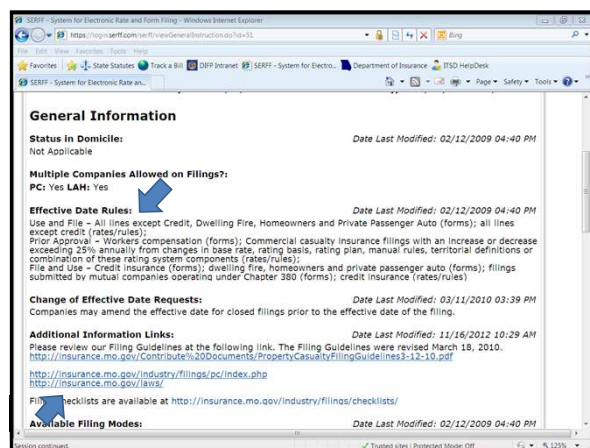


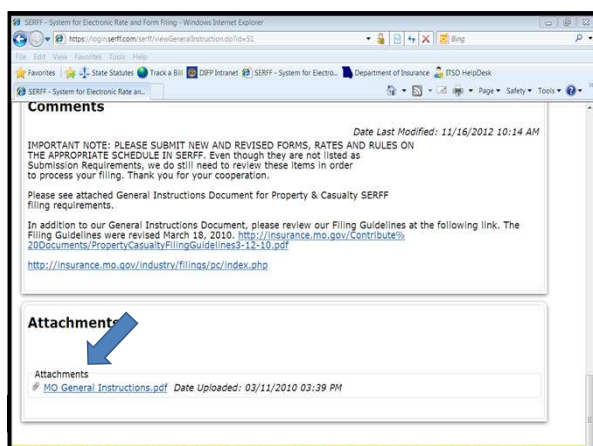
P&C Section SERFF Filing Rules



P&C Section General Instructions

MassachusettsH	Rate Review Regulation Rules for Massachusetts: S	08/31/2011	08/14/2008
Michigan	Please make sure that all documents attached are l	12/29/2010	05/18/2006
MichiganLAH	Rate Review Regulation Rules for Michigan: Sect	08/01/2012	10/31/2008
Minnesota	SUMMARY OF BENEFITS AND COVERAGE - The Department	10/30/2012	09/14/2006
MinnesotaPC	IMPORTANT NOTICES: See below: The foll	10/12/2012	04/03/2006
MinnesotaWC	IMPORTANT NOTICE INCREASED FILING FEES (This ne	07/21/2011	09/19/2006
Mississippi	SERFF GENERAL INSTRUCTIONS DOCUMENT PROPERTY & C	07/26/2012	06/09/2006
MississippiLH	Rate Review Regulations Rules for Mississippi: For	09/01/2011	06/09/2006
Missouri	Rate Review Regulation Rules for Missouri: For	07/16/2012	03/02/2006
MissouriPC	IMPORTANT NOTE: PLEASE SUBMIT NEW AND REVISED FORM	03/18/2010	08/31/2006
Montana	PPACA Filings: Please refer to the documentatio	12/09/2010	01/27/2004
MontanaPC	Special Rate, Rule, Rate/Rule and Forms Handling:	05/22/2012	05/19/2006
Nebraska	RATE REVIEW REGULATION RULES FOR NEBRASKA: Sect	10/11/2011	02/17/2006
NebraskaPC	Personal Lines: All rate, form & rule changes need	06/27/2012	01/09/2006
Nevada	NOTE: With a proposed effective date of December 3	12/31/2010	05/18/2006





MISSOURI General Instructions Document Property & Casualty

Filings submitted to the Missouri Department of Insurance, Financial Institutions and Professional Registration are kept for "public access" and review, unless a company specifically requests that a document be held confidentially. If your company desires to have a form held in confidence, you will need to make a specific request to MO DIFP within the SERFF filing. You will need to submit that specific form as a separate attachment; otherwise it will be retained for public access.

Filing Authority/Scope of Authority:

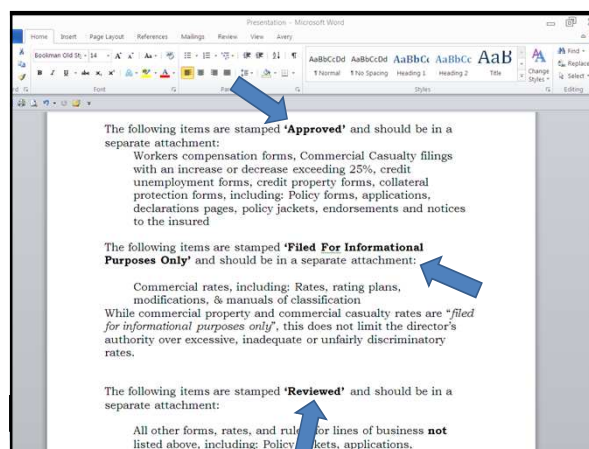
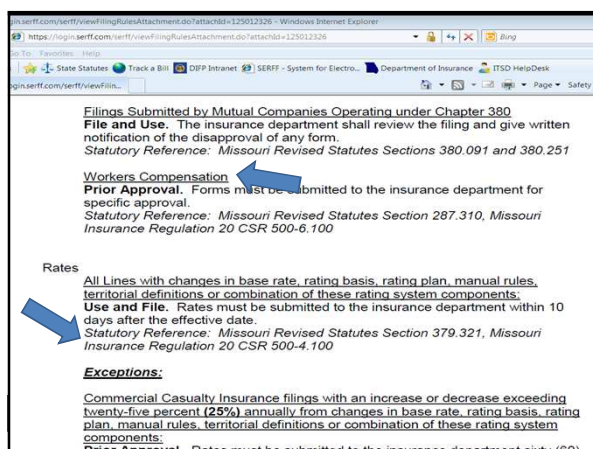
Missouri requires companies to file new or revised forms, rates and rules, including applications. Filing checklists are available at <http://www.insurance.mo.gov/industry/filings/checklists/index.htm>

Filing Basis:

Forms
All lines except Credit, Dwelling Fire, Homeowners and Private Passenger Auto Use and File. Forms must be submitted to the department within 10 days after

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Filing Statistics - 2012

- Filings received monthly 450
- Filings without objection 70%
- Average first action time 18 days
- Average turnaround time 27 days
- Priority filings

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Property & Casualty Team

Camille Anderson Gina Clark
Becky Helton Patrick Lennon
Jon Meyer Karen Rimel

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SERFF- Tab to Success

Company Filing Information

Camille Anderson

- Filing Company
- Types of Insurance (TOI)
- Filing Types



Type of Insurance	Filing Code	Sub-Type of Insurance	Description	NAC Annual Statement Line	SERFF Type of Insurance	SERFF Sub-Type of Insurance
Personal	4.0000	Homeowners	Homeowners insurance sold to owners occupying the described mobile home.	04	04.0000 Mobile Homeowners	04.0000 Mobile Homeowners
Personal	4.0000	Homeowners	Homeowners insurance sold to owners occupying the described property.	04	04.0000 Owner Occupied Homeowners	04.0000 Owner Occupied Homeowners
Personal	4.0000	Homeowners	Homeowners insurance sold to tenants occupying the described property.	04	04.0000 Tenant Homeowners	04.0000 Tenant Homeowners
Personal	4.0000	Homeowners	Homeowners insurance sold to tenants occupying the described property.	04	04.0000 Other Homeowners	04.0000 Other Homeowners
Commercial Multiple Peril	5.0000	Commercial Multiple Peril	The policy package for a multi-peril insurance covering property and liability. It includes fire, theft, wind, hail, and other perils. It also includes coverage for business interruption, extra expenses, and other losses. It is typically written on a non-admitted basis.	05.1	05.0000 CMP Sub-TOT Combinations	05.0000 CMP Sub-TOT Combinations
Commercial Multiple Peril	5.1000	Non-Liability Peril	Average of a responsibility to fulfill a contract or obligation.	05.1	05.1000 CMP Sub-TOT Combinations	05.1000 CMP Sub-TOT Combinations
Commercial Multiple Peril	5.2000	Liability Peril	Responsibility to fulfill a contract or obligation.	05.2	05.2000 CMP Sub-TOT Combinations	05.2000 CMP Sub-TOT Combinations
Commercial Multiple Peril	5.0001	Business Risk Peril	Typical written on a reporting or completed value form. This coverage extends against loss to business in the state of contribution. The coverage also includes machinery and equipment used in the course of business and liability coverage for business operations.	05.1	05.0001 Business Risk	05.0001 Business Risk
Commercial Multiple Peril	5.0002	Business Risk	The Business Risk Policy (BSP) provides a broad package of property and liability coverage for business operations. It includes coverage for property, liability, and business interruption. It is typically written on a reporting or completed value form.	05.1-05.2	05.0002 Business Risk	05.0002 Business Risk
Commercial Multiple Peril	5.0003	Commercial Package Policy	The Commercial Package Policy (CPP) provides a broad package of property and liability coverage for business operations. It includes coverage for property, liability, and business interruption. It is typically written on a reporting or completed value form.	05.1-05.3	05.0003 Commercial Package	05.0003 Commercial Package

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General Information Tab

- Effective Dates
- Filing Description



Filing Status Changed: 01/06/2009 State Status Changed: 01/06/2009
 Reference Organization: N/A Reference Number: N/A
 Reference Title: N/A
 Authors: [REDACTED]
 Created By: [REDACTED] Submitted By: [REDACTED]
 Corresponding Filing Tracking Number:
 Filing Description: [REDACTED] Insurance Company [REDACTED] is submitting a General Liability forms and rules filing.
 [REDACTED] is filing several new endorsements for use with their Commercial General Liability program. These forms are commonly requested by insureds and [REDACTED] is seeking approval in an effort to serve its customers more completely. None of these endorsements carry a premium charge. [REDACTED] is also making minor revisions to several of their existing forms. No coverage changes are intended with these revisions.
 [REDACTED] rules are being revised to reflect the new forms being introduced. Additionally, an exception to ISO's Rule 34, Special Rule for Individual Risk Situations is being introduced.

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Form Schedule

Rebecca Helton

- Form number importance



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Form Count: 13	Schedule Item	Form Name	Form Number	Edition	Form Type	Action	Action Specific Data	Readability Score	Attachments
REVIEWED	03/13/2009	Manufactured Homeowners Golf Cart Physical Damage and Liability Extension	72942	(08/07)	END	Replaced	Previous Filing # 72942-0807.pd Replaced Form # (01/04)		72942-0807.pd
REVIEWED	03/13/2009	Equipment Breakdown Enhancement Coverage	7M800	(01/09)	END	Replaced	Previous Filing # 7M800-0109.pd Replaced Form # (09/07)		7M800-0109.pd
REVIEWED		Equipment	7M250	(01/09)	END	Replaced	Previous Filing # 7M250-0109.pd		7M250-0109.pd

SERFF- Tab to Success

Form Schedule

Rebecca Helton

- Form number importance
- Markups/Redlined Copies



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Form Schedule

Rebecca Helton

- Form number importance
- **No** Markups/Redlined Copies
- New or replaced?



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View of SERFF with New and Replaced forms									
2	REVIEWED	01/06/2009	Exclusion - Tobacco	DG 21	10 07	END	New		DG 21-10 07.pd
3	REVIEWED	01/06/2009	Other Insurance	DG 24	11 08	END	Replaced	Previous Filing # 12345678 Replaced Form # 12 04	DG 24-11 08.pd
4	REVIEWED	01/06/2009	Other Insurance - Primary and Non-	DG 24	11 08	END	Replaced	Previous Filing # 12345678 Replaced Form # 12 07	DG 24-11 08.pd



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Form Schedule

Rebecca Helton

- Form number importance
- Markups/Redlined Copies
- Replaced or new
- Superseded forms



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View of SERFF with superseded form

9	REVIEWED	Missouri	DG DS	11 08	DEC	Replaced	Previous Filing #	MO-DPC-05	0	DG.D 12 11 08.ad
			Electronic	13 MO				Revision-		
			Date Liability	11 08			Replaced	DG DS 13		
			Declarations				Form #	12 04		

Previous Version										
	SUPERSEDED	Electronic	DG DS	11 08	DEC	Replaced	Previous Filing #	MO-DPC-05	0	DG.D 12 11 08.ad
			Date Liability	13 11				Revision-		
			Declarations	08			Replaced	DG DS 13		
							Form #	12 04		



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Rate/Rule Schedule

Gina Clark

Company Rate Information
Rules



System for Electronic Rate and Form Filing - Windows Internet Explorer

https://login.serff.com/serff/updated/filing/view.do

General Information Form Schedule Rate/Rule Schedule Supporting Documentation State Specific Companies and Contact Filing Fees Filing Correspondence

The rate schedule has been marked public access.

Filing Method: File and use

Rate Change Type: Increase

Overall Percentage of Last Rate Revision: 2.170 %

Effective Date of Last Rate Revision: 07/15/2007

Filing Method of Last Filing: File and use

Company Rate Information

Company Name:	Overall % Indicated Change:	Overall % Rate Impact:	Written Premium Change for this Program:	# of Policy Holders Affected for this Program:	Written Premium for this Program:	Maximum % Change (where required):	Minimum % Change (where required):
	17.600 %	14.320 %	\$424,431.00	4,504	\$2,964,260.00	%	

No blanks, please

System for Electronic Rate and Form Filing - Windows Internet Explorer

https://login.serff.com/serff/updated/filing/view.do

General Information Form Schedule Rate/Rule Schedule Supporting Documentation State Specific Companies and Contact Filing Fees Filing Correspondence

The rate schedule has been marked public access.

Filing Type: Form/Rule

State Status: REVIEWED

Signed To: Robert Reichart (PC) (primary)

Co Tr Num: DPC-GL-FR-08

Date Submitted: 12/17/2008

Disposition Date: 01/06/2009

Rate Filing Description: New and revised endorsements and rules

Item #	Schedule Item Status	Exhibit Name *	Rule# or Page #	Rate Action *	Previous State Filing Number	Attach Document
1	REVIEWED	Countrywide Manual	CG-CWR-DPC (Ed 11-2008)	Replacement	MO-DPC-GL Revision-11/05	1 Rules: Countrywide (Ed 11-2008).ad

Exception Pages Pages 1-8

Legend: Draft Schedule Item Open Objection

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Supporting Documentation

Karen Rimel

- New product or program overview
- Markups or redlined documents
- Actuarial Support
- Exhibits



FF - System for Electronic Rate and Form - Windows Internet Explorer

https://login.serff.com/serff/portal/filingView.do

File View Favorites Tools Help

Worites Track a Bill SERFF - System for Electronic... ITSD HelpDesk

SERFF - System for Electronic Rate an... Page Safety Tools

Filing Description:

General Information Form Schedule Rate/Rule Schedule Supporting Documentation State Specific Companies and Contact Filing Fees Filing Correspondence

Expand All Collapse All

Schedule Item Status

Filing Memorandum REVIEWED 03/13/20

Exhibit A, B, & C (20 CSR 500-4.200) REVIEWED 03/13/20

Actuarial Justification REVIEWED 03/13/20

Form Comparisons REVIEWED 03/13/20

Legend: No Action Taken Satisfied Bypassed User Added Draft Schedule Item Open Objection

Assign Reviewers Update Set Public Access Reopen Create Reminder Move to Workfolder PDF Pipeline

FF Release 5.17.1 © Copyright 1997-2012, National Association of Insurance Commissioners. All Rights Reserved.

[illegible][illegible]

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Filing Correspondence

Patrick Lennon

- Response to Objection Letter
- Note to Reviewer
- Amendment
- Post Submission Updates

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FAQs

Jon Meyer

Inquiries

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FAQs

Jon Meyer

Package

vs

Interline

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FAQs

Jon Meyer

Single vs Multiple Filings

- ✓ One filing: all forms & rules apply to all companies, products in the filing

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FAQs

Jon Meyer

Confidential filings

- ✓ Clearly mark filing confidential
- ✓ Document in cover memo
- ✓ Provide legal basis for request

State Filing Description:

General Information Form Schedule Rate/Rule Schedule Supporting Documentation State Specific Companies and Contact Filing Fees Filing Correspondence

The rate schedule has been marked confidential.

Regulator View

Item No.	Schedule Item	Exhibit Name	Rule# or Page #	Rate Action	Previous State Filing Number	Attach Document
1			S2.1, S2.2, S2.3, S2.4, S2.5, and S2.6	Replacement		MO DI 1106 Confidential

Icon Legend: Draft Schedule Item Open Objection

Assign Reviewers Update Set Public Access Reopen Create Reminder Move to Workfolder PDF Pipeline

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FAQs

General Information Form Schedule Rate/Rule Schedule Supporting Documentation State Specific Companies and Contact Filing Fees Filing Correspondence

Public View

Item No.	Schedule Item	Exhibit Name	Rule# or Page #	Rate Action	Previous State Filing Number	Attach Document
1						

Icon Legend: Draft Schedule Item Open Objection

SERFF Best Practices

Jennifer Franz
Product Specialist II
NAIC SERFF

SERFF

- Released in 1997
- Designed to enable companies to send and states to receive, comment on, and approve or reject insurance industry rate and form filings.
- Used by state insurance regulators in the filing review and approval process.
- Fifty-two jurisdictions and nearly 3,600 insurers use SERFF for rate and form filings.



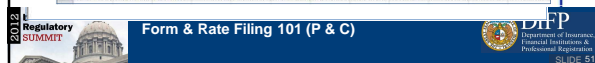
SERFF Industry and SERFF State

The screenshot shows the SERFF State Participation interface. It includes a sidebar with navigation options like 'Filing', 'My Workflow', 'Settings', 'Filing Rules', 'Reports', 'Search/Export', 'Create State Filing', and 'RTT Report'. The main content area displays filing details for 'P&C Filing 89021 (L) A' with fields for Product Name, TOB, Sub-TOB, Filing Type, Effective Date, and State Filing Description. It also shows a 'Filing Status Changed' timestamp of 11/07/2012.



Best Practices

The screenshot shows the 'Post-Submission Update for' form in the SERFF State Participation interface. It includes a 'Save' button and a 'Cancel' button. The form contains fields for 'General Information' such as Product Name, Project Number, Reference Organization, and Reference Title. It also has a 'Status of Filing in Domestic' dropdown menu set to 'Authorized'. A message at the bottom states: 'This filing has post submission updates.'



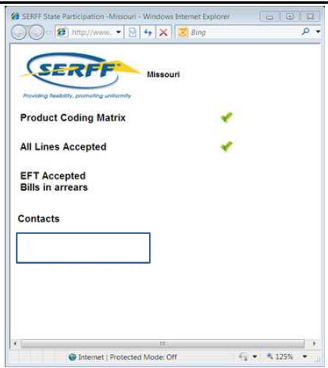
Contacts

- When to call the state
 - Requirement questions
- When to call SERFF
 - Everything else!



The screenshot shows the SERFF website homepage. It features a navigation menu on the left with links like 'About SERFF', 'Getting Started / Sign Up', 'State Participation', 'Data Hosting', 'Training', 'SERFF Events', 'SERFF API', 'IPRC', 'NAIC', 'Contact Us', and 'Help'. The main content area includes a 'SERFF is Speed-to-Market' banner, a 'Attention Indiana Filers' section, and a 'PPACA and SERFF - What you Need to Know' section. The bottom of the page mentions 'PPACA-eligible filers will include a new Submission'.

The screenshot shows the 'SERFF State Participation' page. It features a map of the United States with state abbreviations. A red arrow points to the map. Text on the page includes 'State Mandates', 'Product Coding Matrices', and 'Click the state abbreviation to view participation information.' The bottom of the page says 'Please go to Submission Requirements by State in SERFF Filing Rules for up to date filing information'.



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P&C Quiz

Did you get all that?

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P&C Quiz

Question #1

When filing a new product, it is helpful if you include:

- A. Your favorite TOI
- B. A photo of you and Gov Nixon
- C. An overview of the filing ★

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P&C Quiz

Question #2

An incorrect TOI results in:

- (A) A flogging for the analyst
- (B) Withdrawal & re-filing ★
- (C) An expedited filing review

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P&C Quiz

Question #3

Name a transaction that can be filed using a post-submission update:

- A. Change in type of insurance (TOI)
- B. Effective date of filing ★
- C. Change a form filing to a rate filing

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P&C Quiz

Question #4

When can one filing be made for multiple lines of business?

- A. When all your competitors do it.
- B. At the end of your fiscal year when there's no more money in the budget
- C. When the exact form will be used in all lines. ★

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P&C Quiz

Question #5

What can you do if you're on your third attempt to respond to an objection without success?

- A. Call the analyst
- B. Call Angela Nelson
- C. Call Joan Dutil
- D. A, C, & B (in that order, please) ★



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P&C Quiz

Question #6

How do I make some parts of my filing confidential?

- A. Don't tell anyone about it
- B. Omit the information from the filing
- C. Request confidentiality & provide legal basis for it ★



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P&C Quiz

Question #7

How do I know the status of my filing?

- A. Check SERFF ★
- B. Check SERFF ★
- C. Check SERFF ★
- D. All of the above ★



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